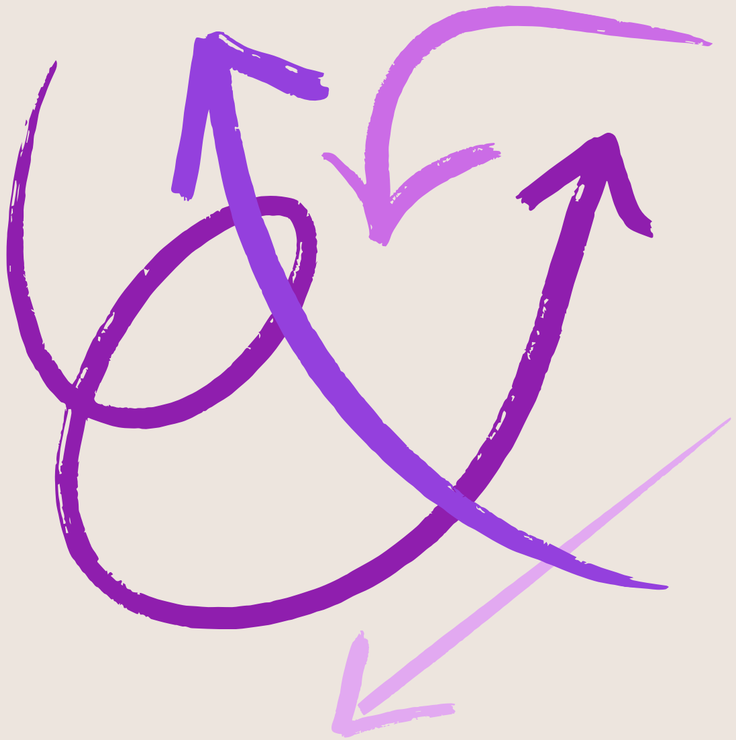
TRAINER SUPERNUMERARY

# ASSESSMENT

Jeisson Leonardo Gonzalez Avila

CASE



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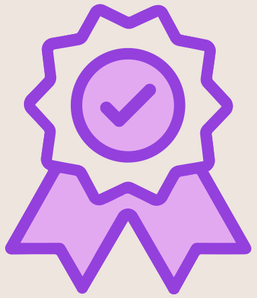
High AHT

High ABS



Bad QA

Low Staffing Attainment

**CHANGE** **IMPACT**

# DAY 1

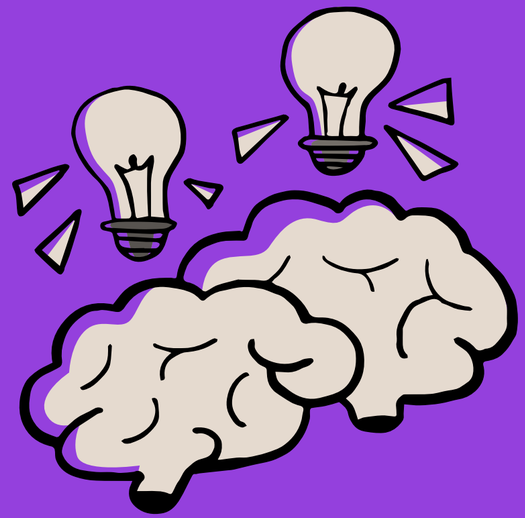
## Introduction

Clear info and expectations

## Icebreakers

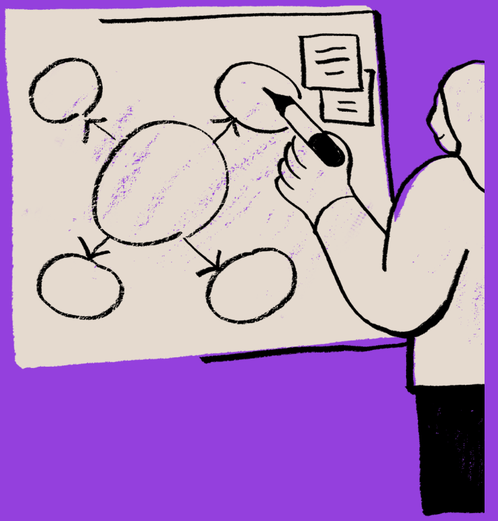
Interests and experience

## Gamification



Motivation and participation

## Recognition



Understand the trainees

# BEFORE

Roleplays (chat & call)

Analyzing - evaluating - testing

## Monitoring

5 interactions per agent

## Feedback

EICS Method

(Evidence–Impact–Correction–Follow-up)

## Visual progress

Metrics always available

# NESTING

**Identify PTLs**

**Public recognition**

**PTLs support**

# PTLS

**Detect burnout**

ABS

High SHK

Anxiety

**Follow-up**

Emotion tracking

Clear expectations

Available tools

# ATTRITION

# FIXING

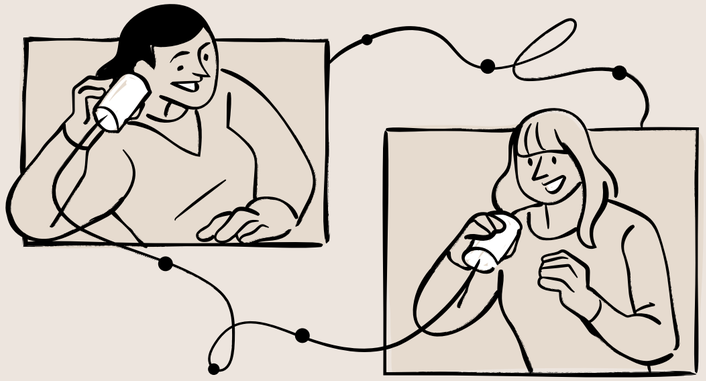
## Daily test

Quick questions

Instant feedback

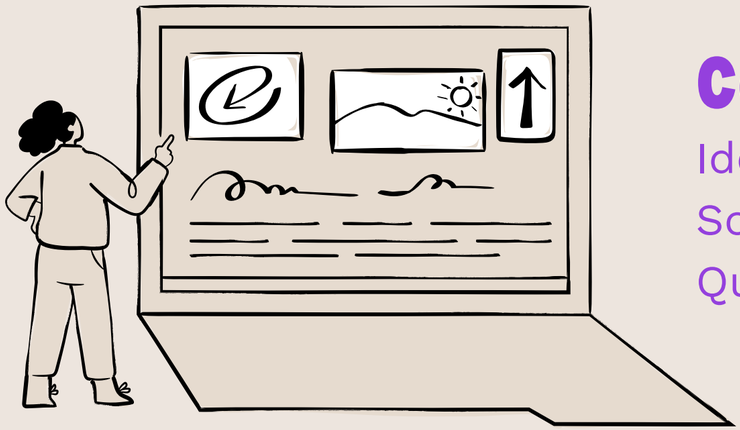
## Roleplay

Real AIRBNB cases from QUEUE



## Policy & tools

Practical use of policies and tools



## Consolidate

Identify outliners

Solve technical gaps

Quick retraining

# LEAKS

# OUR TEAM

| Agent | QA | ABS | AHT | Tenure |
|---|---|---|---|---|
| Morales, Andres | 90 | 5% | 1100 | 0 |
| Rodriguez, Carlos | 50 | 2% | 1300 | 0 |
| Perez, Carlos | 80 | 10% | 1243 | 0 |
| Morgado, Oriana | 80 | 6% | 1510 | 0 |
| Tellez, Felipe | 50 | 0% | 1635 | 0 |
| Mendez, Ivan | 50 | 3% | 1058 | 0 |
| Ruge, Alejandra | 90 | 8% | 1045 | 0 |
| Torres, Brian | 90 | 15% | 950 | 0 |
| Calderon, Laura | 50 | 10% | 800 | 0 |
| Herran, Andres | 70 | 25% | 1025 | 0 |
| Bejarano, Irwin | 70 | 5% | 1112 | 0 |
| Marin, Alejandro | 60 | 15% | 1535 | 0 |
| **Team** | **69.2** | **9%** | **1193** | |
| **Target** | **90** | **3%** | 1050 | |

| | AHT | SHK | B2P | QA |
|---|---|---|---|---|
| Team A | 1051 | 10% | 92% | 95 |
| Team B | 1200 | 6% | 88% | 90 |
| **YOUR TEAM** | 1830 | 33% | 68% | 69 |
| Team C | 1099 | 20% | 80% | 92 |
| Team D | 1500 | 15% | 79% | 80 |
| Team E | 1450 | 25% | 90% | 91 |
| Team F | 1250 | 30% | 80% | 92 |
| **Operations** | **1340** | **84.69** | **78.57** | **86.73** |
| **Target** | **1050** | **13%** | **80%** | **90** |

## Team Metrics

QA: **69.2**

ABS: **9%**

AHT: **1193**

## Targets

QA: **90**

ABS: **3%**

AHT: **1050**

# 30 DAY WORK

| 1ST WEEK | 2ND WEEK | 3RD WEEK | 4RD WEEK |
|---|---|---|---|
| **Solving gaps** | **Efficiency** | **Reaching QA** | **Wrapping up** |
| Procedural mistakes<br>High AHT policies | “How to reduct AHT” training session<br><br>Handling Objections Guide | Keeping up with coachings based on QA<br><br>Meeting “Team’s pro tips” | Focus on most affected metrics<br><br>Ops feedback |

**Calibration Touchpoint**

## Keypoints

Daily monitoring (5 cases per agent)
10 minutes coaching sesions 1:1 with outliners
Shadowing with PTLs and agents from ops
Reinforcement on tricky cases to improve AHT and QA

# HAND OFF

1. Consolidated wave KPI report
2. Individual agent performance profiles
3. Clear documentation of risks and strengths
4. Formal handoff meeting with OPS
5. Recommendations for first 14 days
6. Post-handoff follow-up
7. Final communication and expectations for agents

# THANK YOU

FOR YOUR ATTENTION!